

STAND Newsletter

Statewide
Training
Advisory
Network of
Delaware

President's Letter

Dear Colleagues!

I must be having fun! The time has gone by so quickly!

As I reflect on the first year of my two-year term as President of STAND, I am so grateful for the support you all have given me! I especially thank the Executive Board! Kudos to Tracey Connolly and the conference committee for a successful conference!

During our May meeting, we voted in two new Board members---Debby Pearson, ExecuTrain, Membership V.P. and Marcia Roe, Dept of Services for Children, Youth and Their Families, Secretary. Tammy Severson, Kent County Superior Court, was appointed as Member at Large to fill Marcia Roe's remaining term. I congratulate Debby Pearson and Marcia Roe, and thank Tammy Severson for agreeing to be Member at Large. Welcome to you all!

Neither Hope Ellsworth (Membership V.P.) or Anna Reese (Secretary) sought reelection for their respective positions. I take this opportunity to thank Hope and Anna for their loyalty, dedication, and hard work. We look forward to seeing you at our STAND meetings.

Congratulations to Denise Alexandrowicz! She has accepted a position with Sun East Federal Credit Union in Aston, PA. Denise, we look forward to you and your colleagues attending--at least--a couple of our meetings.

Having been active participants, I hope you all have enhanced your training professionalism as result of attending the STAND meetings and conference. I look forward to another successful year!

Sincerely,
Wanda Hyland Isler
STAND President

2002—2003 STAND Board

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? If a man empties his purse into his head, no man can take it away from him. An investment in knowledge always pays the best interest.

Benjamin Franklin

Please contact us with any questions or suggestions you may have!

2002 STAND Conference Summary: "Doing More with Les"



"LES"

"Doing more with Les" was a fitting title for our annual conference held on March 8, 2002 at Polytech. Although the total attendance (37) may have been a little less than the conference committee had hoped for, the training presentations were outstanding.

The conference started off with a sensational presentation by keynote speaker Richard Hawk. Richard's presentation on *Generating Excitement* did just that. His "cockroach and ice cream" opening captured everyone's attention and he never let us go. In his presentation he focused on the types of things that get people excited and offered different ways trainers can tap into that energy. What he said made a lot of sense and I have already started to change some of the things I do in my own training classes. The climax of his presentation, however, was his song on downsizing—done to the tune of Elton John's Honky Cat. He said that good training should be three things: enjoyable, memorable, and practical. His presentation covered all the bases. In fact, we at SPO enjoyed it so much that we have asked Richard to comeback for our Support Staff Conference in the fall.

A special thank you to Debby Pearson and Tracey Connolly for heroically stepping in at the last minute (literally!) for Stacey Beekman (Element K) and facilitating the breakout session on E-learning. With only one day to prepare, they put on an informative and interactive workshop that was enjoyed by all who attended it. The other breakout sessions presented by Bert Freeman (Tapping into Your Resources) and John Kuhn (Trainer Burnout) were also well received. Look for a complete summary of the conference evaluations on our website soon.

Finally, a well deserved pat on the back goes to the conference committee: Tracey Connolly, Marcia Roe, Debby Pearson, Tammy Severson, and Johnette Graff. They worked hard to put together a great conference, and they succeeded wonderfully! I am happy to announce that all of the committee members have agreed to stay on and start planning next year's conference. They are already working on some ideas and I'm sure they will put on another event next spring that you won't want to miss. If you have any suggestions for next year's conference, please contact one of the committee members.

Thank you very much!

Larry Trunfio

*Great conference!
Kudos to the committee!
Facility, staff, and trainers
were great!"*
Comments from participant
evaluations

*Give a man a fish and you feed him for a day.
Teach a man to fish and you feed
him for a lifetime.
Chinese Proverb*

"10 Ways To Do More With Less"

1. Know where your time is going

It always helps to know where your time is going. Keep a track of how you spend your time for a couple of days. You may find that you are investing your time in people or things that are not really important to you or your goals.

2. Focus on STARTING tasks

Focus on starting tasks rather than finishing them. The greatest challenge is taking the first step and getting started.

3. Set aside some "Oops!" time

Every day something unexpected is going to happen. Count on it. So, set aside some "Oops" time. Don't let these emergencies disrupt the rest of your day. Plan for them, act on them, and then go back to work.

4 Think on paper

Writing things down minimizes confusion and stress. Write down your goals, to-do lists, and even the problems that you are working on. You'll find putting things on paper usually clarifies the situation. Committing things to memory can be a waste of brain power, not to mention a poor storage device as well.

5. Get a notebook

Get a notebook, date it, and keep all your notes in the book for future reference. Quit writing on loose papers that tend to get lost.

6. Try something new

Read (really) the instruction manual that came with your new electronic organizer. Even better, try the manufacturer's web site to find new software updates and releases that may further your productivity. You will probably find several time management tools that you have not used yet.

7. Throw things away

Ask yourself, "What is the worst thing that could happen if I throw this away?" Most of the time, you can live with your answer, so start filling the wastebasket.

8. Date stamp

Date stamp every item that hits your desk. This will help you to decide when to file or throw away the paper.

9. Create "Quiet time" for planning

Let everyone know your closed door means "do not disturb" unless there is an emergency ... or someone in your family calls.

10. Before you leave the office, do these three things:

- Clear your desk
- Plan tomorrow's activities
- Make a to-do list

Planning the next day before you leave reduces the stress and allows you to enjoy your time away from the office.

These tips were taken from David Cottrel and Mark C. Layton's book called "175 Ways To Get More Done In Less Time," which was given to conference participants. If you were not able to attend the conference and would like to purchase this book, we have extras available for \$10. Please contact Larry Trunfio at 739-8331.

Meeting Notes...

Highlights from May 10, 2002 Meeting

? **Special Thanks**

President Wanda Hyland Isler expressed STAND's thanks to Anna Reese, outgoing Board Secretary, and Hope Ellsworth, outgoing Membership V.P., for their dedicated service to the organization. Wanda also led a hearty round of applause to congratulate Program V.P. Tracey Connolly on being awarded her Ed.D from Wilmington College during their spring commencement. A special thanks was conveyed to DHSS's Ollive Shepherd for all her support to Wanda, the Board, and STAND.

? **Conference Report**

Marcia Roe summarized the results from the March 8th STAND Conference. The presenters and facility (Polytech) both received high marks. Almost all of the evaluations rated the conference in the Very Good - Excellent range.

? **Treasure's Report** —Current account balance is \$3325.05

? **Membership Report** —79 paid members so far this year.

? **Annual Elections**

Positions up for election were Secretary and Membership V.P. Marianna Freilich (the sole member of the nominating committee) put together the following slate of nominees for these positions: Secretary— Marcia Roe and Membership V.P.—Debby

Pearson. This slate was presented to the group. Nominations were solicited from the floor, but none were made. A motion to accept the slate as presented was made, seconded, and approved. Wanda announced that Tammy Severson would be appointed by the Board to fulfill Marcia's term as Member-at-Large. Wanda also thanked Marianna for presenting the slate of officers and Cindy Fauerbach for conducting the elections.

? **Program**

Sandra Vernon, President of Achieving Success, and her colleague Jo Wilkins gave a presentation called *Getting to Know You: Ice Breakers and Activities Catering to a Diverse Audience*. She led the group through two different ice breakers. In "First Impressions," people were paired up and asked a series of questions. They were told to quickly jot

down their answers as well as what they thought their partner's answers would be. Partners then shared answers—and laughs. In the second activity, "Three Things," people were put into groups of three and asked to come up with three things that they had in common and three ways in which each person was unique. These activities were fun ways to learn interesting information about group members and would be useful when conducting diversity training.

Next meeting

When : July 12, 2002

Where: **Appoquinimink State Service Center**

Time: 9:30 am —12 pm

Presenter: Mark Spool

Annual picnic to follow meeting!

Interesting Websites

FistGov

Have you ever wondered what agencies in other states are doing in your field? On FirstGov.gov, you can search more than 51 million web pages from federal and state governments, the District of Columbia, and U.S. territories. This website provides quick access to other government web sites and also has a powerful search engine.

<http://www.firstgov.gov/>

Puzzlemaker

Add some fun to your training by creating things like crossword puzzles, cryptograms, and word search games. You can create your games (and answer sheets) and copy them to word documents.

<http://puzzlemaker.school.discovery.com/>

Administrative Office of the Courts

As Lisa Swaim-Parker mentioned at our last meeting, AOC has a new intranet site on the new New Castle County Courthouse being built in Wilmington. The site contains photos of the building, maps, parking information, training schedules, and answers to frequently asked questions. It even has a countdown clock for when the move from the old courthouse starts and when it opens to the public.

<http://intranet.state.de.us/aoc/nccch/>

Some tips for Beginning a Presentation

Goals of Effective Openings:

Create anticipation, set the mood, show the value

- ? Change the setting whenever you can. It makes it seem like something special is going to happen; and it is.
- ? Engage your audience immediately. Start with a question. One that anyone can answer such as "Do you drink coffee in the morning?" or "What is your favorite food?"
- ? Start on time and know your lines.
- ? Do NOT start with a joke unless you are flawless at it.
- ? Emphasize the importance of your topic. "What we discuss today may save your life tomorrow." Often you can combine this technique with others. By stating that your topic will have a strong effect on an audience's life, limb, money, sex-life, or happiness, you are guaranteed you to get rapt attention.

These tips are taken from Richard Hawk's handout "50 Tips to Help You Give an Interesting and Effective Presentation." For a copy of this handout, please contact Larry Trunfio at 739-8331.

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For more information or to provide feedback on material in this newsletter, please contact:

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We're on the web!
delawarepersonnel.com/
training/stand

MISSION STATEMENT

The mission of the Statewide Training Advisory Network of Delaware (STAND) is to provide a forum for promoting professional development and enhancing communications among members and agencies.

OBJECTIVES

To share resources and promote training as a valuable tool for organizational change, effectiveness, and staff development.

Resource Sharing

- ? July 8th—SPO's Supervisory Certificate Program is coming! State Personnel's much anticipated program will officially get under way this July. This program will provide first-line supervisors, as well as potential supervisors, a comprehensive and progressive series of developmental opportunities to improve their performance. Program information and applications will be mailed out and posted on SPO's web site during the week of the 8th. For more information, please contact Cindy Fauerbach at 577-8977.
- ? NAGTAD Annual Conference
The National Association of Government Training & Development (NAGTAD) will hold its 23rd Annual Conference and Exposition from September 29—October 2, 2002 in Portland, Maine. The theme for this year's conference is *Learning Through Strategic Partnerships: NAGTAD Is Leading the Way*. For more information, contact NAGTAD at (301) 941-1067 or by e-mail at info@nagtad.org
- ? DHSS's Division of Social Services has a lending library of video tapes and books on topics such as team building, communication, interviewing, diversity, and conflict resolution. For more information or to check out items, contact John McCall (577-4880 x 218).
- ? The Department of Labor has some funds it hopes to use to develop a library resource on diversity issues. If you know of any good resources, please contact Tracey Connolly at 761-8010.

STAND Membership

Membership is open to anyone interested in education, training, and professional development.

Show your support!

If you have not done so already, now is the time to show your support and renew your membership.

Name: _____

Agency/Co.: _____

Address: _____

City: _____ State: _____

Zip: _____ Phone: _____

E-mail: _____

Amount Enclosed: (1 or 2 yrs.): _____

Would you like to have your contact information included in our STAND directory? ☐ Yes ☐ No

If yes, please check any of the personal items below that you would like to have **excluded** from the directory:

☐ Postal Address ☐ Phone Number ☐ E-mail

**Dues: \$20 per year, payable to STAND,
Fed. E.I. # 51-0319316.**

**Please mail this form with your check to
STAND, c/o Debby Pearson, 601 Delaware Ave.,
Suite 500, Wilmington, DE 19801.**